

CLAIMS

Therefore, at least the following is claimed:

- 1 1. A method for tracking issues, comprising:
2 providing a log-in page to log-in a user;
3 receiving user information from the user in the log-in page;
4 providing one of a plurality of interface pages to process an issue, wherein the
5 interface page has a configuration corresponding to a predetermined access level of
6 the user;
7 providing an issue record; and
8 providing an embedded uniform resource locator of the issue record.

- 1 2. The method of claim 1, further comprising, responsive to receiving the user
2 information, providing a last requested page from a prior log-in by the user.

- 1 3. The method of claim 1, wherein providing one of a plurality of interface pages
2 to process an issue, the processing comprises at least one of viewing the issue,
3 submitting the issue, assigning the issue, resolving the issue, closing the issue,
4 modifying the issue, providing metrics of the issue, and assigning user responsibility
5 for the processing of the issue.

- 1 4. The method of claim 3, wherein viewing the issue further comprises sorting
2 the issue by at least one of average severity, a person who submitted the issue,
3 submission date, issue identification number, by state of the issue, and by owner of the
4 issue.

- 1 5. The method of claim 1, wherein providing one of a plurality of interface pages
2 to process an issue, the processing corresponds to at least one of a plurality of
3 projects.

- 1 6. The method of claim 1, wherein providing one of a plurality of interface pages
2 comprises providing uniform resource locators for at least one of the plurality of
3 interface pages.

1 7. The method of claim 1, wherein providing one of a plurality of interface pages
2 comprises providing uniform resource locators for pages corresponding to selectable
3 icons disposed in the one of a plurality of interface pages.

1 8. The method of claim 1, wherein providing one of a plurality of interface pages
2 comprises providing at least one of a tabulated display and a graphical display of
3 metrics corresponding to the issue.

1 9. The method of claim 8, wherein the graphical display of metrics of the issue
2 can be provided as a function of area corresponding to the issue, a version of the issue,
3 a state of the issue, date of occurrence of the issue, method of resolution of the issue,
4 calculated severity of the issue, project members, and project.

1 10. The method of claim 1, further comprising providing a printer-friendly version
2 of the interface page.

1 11. The method of claim 1, further comprising calculating and displaying
2 percentage of open issues, percentage of closed issues, percentage of resolved issues,
3 totals, site usage, and average open severity.

1 12. The method of claim 1, further comprising providing a history of the
2 processing of the issue.

1 13. The method of claim 1, further comprising providing an email notification to
2 predetermined users in response to processing the issue, wherein the email notification
3 comprises an embedded uniform resource locator of the issue record.

1 14. The method of claim 1, further comprising postponing the processing of the
2 issue, duplicating the issue record, forwarding the issue record, and deleting the issue
3 record.

- 1 15. A system for tracking issues, comprising:
2 a processor configured to provide a log-in page to log-in a user, said processor
3 configured to receive user information from the user in the log-in page, said processor
4 configured to provide one of a plurality of interface pages to process an issue, said
5 interface page has a configuration corresponding to a predetermined access level of
6 the user, said processor configured to process an issue, said processor configured to
7 provide an issue record, said processor configured to provide an embedded uniform
8 resource locator of the issue record.
- 1 16. The system of claim 15, wherein the processor is configured to provide the last
2 requested page from a prior log-in by the user.
- 1 17. The system of claim 15, wherein the processor is configured to provide at least
2 one of a view issue page, a submit issue page, an assign issue page, a resolve issue
3 page, a close issue page, a modify issue page, a graphical display of the issue, a
4 tabulation display of the issue, and a project page.
- 1 18. The system of claim 15, wherein the processor is configured to sort the one of
2 the plurality of interface pages by at least one of average severity, a person who
3 submitted the issue, submission date, issue identification number, by state of the issue,
4 and by owner of the issue.
- 1 19. The system of claim 15, wherein the processor is configured to process issues
2 for a plurality of projects.
- 1 20. The system of claim 15, wherein the processor is configured to provide a
2 uniform resource locator for at least one of the plurality of interface pages.
- 1 21. The system of claim 15, wherein the processor is configured to provide
2 uniform resource locators for pages corresponding to selectable icons disposed in the
3 one of a plurality of interface pages.

1 22. The system of claim 15, wherein the processor is configured to provide at least
2 one of a tabulated display and a graphical display of metrics corresponding to the
3 issue.

1 23. The system of claim 22, wherein the processor is configured to provide the
2 graphical display of metrics of the issue as a function of at least one of an area
3 corresponding to the issue, a version of the issue, a state of the issue, date of
4 occurrence of the issue, method of resolution of the issue, calculated severity of the
5 issue, project members, and a project.

1 24. The system of claim 15, wherein the processor is configured to provide a
2 printer-friendly version of the interface page.

1 25. The system of claim 15, wherein the processor is configured to calculate and
2 display percentage of open issues, percentage of closed issues, percentage of resolved
3 issues, totals, site usage, and average open severity.

1 26. The system of claim 15, wherein the processor is configured to provide a
2 history of the processing of the issue.

1 27. The system of claim 15, wherein the processor is configured to provide an
2 email notification to predetermined users in response to processing the issue, wherein
3 the email notification comprises an embedded uniform resource locator of the issue
4 record.

1 28. The system of claim 15, wherein the processor is configured to at least one of
2 postpone the processing of the issue, duplicate the issue record, forward the issue
3 record, and delete the issue record.

1 29. The system of claim 15, wherein the processor is configured with software in
2 memory.

1 30. The system of claim 15, wherein the processor is configured with hardware.

1 31. A system for tracking issues, comprising:

2 means for providing a log-in page to log-in a user;

3 means for receiving user information from the user in the log-in page;

4 means for providing one of a plurality of interface pages to process an issue,

5 said interface page has a configuration corresponding to a predetermined access level
6 of the user;

7 means for providing an issue record; and

8 means for providing an embedded uniform resource locator of the issue record.

1 32. The system of claim 31, wherein the means for providing a log-in page, means
2 for receiving user information, means for providing one of a plurality of interface
3 pages to process an issue, means for providing an issue record, and means for
4 providing an embedded uniform resource locator of the issue record is implemented
5 with a processor configured with software.

1 33. The system of claim 31, wherein the means for providing a log-in page, means
2 for receiving user information, means for providing one of a plurality of interface
3 pages to process an issue, means for providing an issue record, and means for
4 providing an embedded uniform resource locator of the issue record is implemented
5 with a processor configured with hardware.